

D2D Express, Express Direct & FedEx Label Frequently Asked Questions

To keep Dealers informed and ensure questions regarding D2D Express (Auto-SPRINT) and Express Direct (previously manual SPRINT) are answered as efficiently as possible, we are sharing frequently asked questions and answers since the launch of Express Direct and the new FedEx Labeling process. Information that is **NEW** as of July 13, 2021, is identified with "**NEW**" next to the information.

DEALER BENEFITS

The following dealer benefits continue:

- GM will continue to pay the freight for D2D Express (Auto-SPRINT) and Express Direct shipments. It will be listed as "Bill to Sender" on the FedEx Label.
- GM will continue to pay the selling dealer an incentive/spiff for fulfilling D2D Express and Express Direct requests. The incentive is 15% (up to \$100.00) of the current dealer price of the involved part.
- Reduction in SPAC case billing issues – SPAC cases are invoiced at the time the request is "confirmed" and the SPAC case is resolved.
 - The FedEx Label is generated only when the selling dealer "confirms" the D2D Express or Express Direct request
 - The selling dealer can only "cancel" a SPAC case if it is in a "commit" stage and must indicate a reason for the cancellation
 - If the SPRINT is cancelled by the selling dealer, the SPAC case will remain open; and can be "shopped" again to a specific dealer using Express Direct.

ELIGIBLE PARTS

Q. What parts are NOT eligible for SPRINT – D2D Express (auto-SPRINT) or Express Direct?

A. The following parts/orders do NOT shop D2D Express or Express Direct:

- Parts with a SPRINT indicator "N" (No)
- Accessory parts
- Performance parts
- Ship Direct parts – Ship Direct orders flow directly to the source/supplier and are managed by the source/supplier (not by GM) at that point
- Orders on HOLD within the CCA Order Writing System
- Restricted parts
- Parts on National Control 5
- Orders that originated in RIM
- Substance of Concern (SOC) restricted parts
- In addition to the Criteria above, the below parts will NOT shop Express Direct:
 - Parts with a SPRINT indicator "L" (Local Delivery only)
 - Hazardous parts
 - Between U.S. and international countries
 - However, the following instances are eligible for SPRINT:
 - Parts shipping from the U.S. to Canada, and between U.S. and Puerto Rico, the Virgin Islands, or Guam

AUTO-SPRINT TIMING

Q: Why do I have to wait the 2-days for the SPAC case to shop D2D Express (auto-SPRINT) before I complete an Express Direct request?

A: Within the first 15 minutes that the SPAC case is created in Parts Workbench, it is shopped within the dealer network through **D2D Express (auto-SPRINT)**. The goal is to resolve the SPAC case as quickly as possible by shopping the buying dealer's local area first; and then "shopping" ACDELco Direct Accounts and other dealers nationally over a period of two-days. Allowing the D2D Express (auto-SPRINT) process to complete ensures visibility of that request across the dealer network. If no dealers fulfill the order, the buying dealer can:

- a. Check D2DLink to see if any dealers still have inventory of that part
- b. Call the selling dealer and ask if they are willing to sell the part
 - i. If yes, obtain the seller's parts code (not BAC)
 1. Find the SPAC case in the "View SPAC Cases" screen in Parts Workbench and follow these steps:
 - a. Click Shop Express Direct > enter the Selling Dealer Code > click Shop Express Direct
 - ii. If the selling dealer is not willing to sell the part, the SPAC team will continue to work the SPAC case as quickly as possible with the support of the Customer Care and Aftersales teams. Dealers can view Parts Workbench for regular updates on the status of the SPAC case.

FEDEX LABELING

Q: How do I reprint a FedEx label that has been lost or issued incorrectly?

A: Recommendation: Selling dealers should print the FedEx Labels immediately and save a PDF of the label to their computer for auditing purposes or if a re-print is needed.

Q: FedEx has not picked up the shipment. What should I do?

A: Selling dealers need to contact FedEx to schedule a pick-up for the same day the request is received.

Q: NEW The part number or SPAC case number is not on the FedEx label, what should I do?

A: Effective July 13, dealers will see the part number and SPAC case number listed on the FedEx label.

Q: Why do I need to enter the dimensions and weight of the part must be entered in the system to obtain a FedEx label?

A: FedEx needs this information for logistics and routing purposes. We are investigating how to automate this information in the system.

Q. How do I find the dimensions and weight of a part number to set up my shipment and print the FedEx label in D2D Express?

A: The development team is investigating the option to automate this data in the future.

- a. **NEW Recommendation:** Use Parts Workbench to find the weights/dimensions or consult the new Excel file with part numbers and weights/dimensions added within the OEC Help Center, click on "d2d Express". Under the headline "Processing D2D Express Transactions", click on the "Processing a D2D Express Order: GM U.S." article.

- i. The Excel file also includes the CURRENT SPRINT indicator (Y/N/L) as of July 9, 2021, which will help dealers determine if the part is eligible for SPRINT and/or Express Direct
- b. Dealers can look up the part dimensions and weight in Parts Workbench
 - i. From the Parts Workbench Home screen, click “*Search Part Information*”
 - ii. Enter valid part number
 - iii. Click “*Search*”
 - iv. Dimensions appear that the bottom of the screen

SPRINT CANCELLATIONS

Q: Why does my D2D Express (Auto-SPRINT) request keep getting “*Auto-Cancelled*”?

A: Any order that has been “*committed but not confirmed*” and does not have a shipping label created will be automatically cancelled (8:30 pm Eastern Time; Monday-Friday). This will change the **Status** to *Auto Cancelled*. **All selling dealers should ensure they have the part on hand and in a saleable condition prior to “committing” to a SPRINT request. REMINDER: The goal of the SPRINT process is to leverage dealer and ACDelco Direct Account inventory in the event of a backorder, ensuring fast delivery of parts for vehicle repairs and an improved customer experience.**

Q. What are the reasons why an Express Direct request would be cancelled by the selling dealer?

- A. The potential reasons for a cancellation are listed below and must be selected by the selling dealer. Selling dealers must select the reason for cancellation:
- a. Part promised to different customer
 - b. Part quantity not in inventory
 - c. Part not up to quality standards
 - d. Unable to deliver
 - e. Other

D2D EXPRESS CONSOLE

Q: *NEW* Why do I seem to be having technical issues in the D2D Express Console?

- A. Effective July 13, the D2D Express Console is viewable across commonly used internet browsers, like Chrome, Edge, Firefox, etc.

BUYING DEALER KEY INFORMATION

Q. The selling dealer is telling me that they can’t see the Express Direct request in the D2D Express Portal.

- A: There are several instances that could cause this issue. All of which may cause the SPRINT request to not appear on the Selling dealer’s portal:
- Confirm the correct selling dealer code was used when requesting Express Direct
 - Some selling dealers may have multiple dealer codes
 - Selling dealer code must be enrolled in OEC D2D Express to see the Express Direct request on the portal.
 - Selling dealers can contact the OEC Help Desk at 888-776-5792; Option 2 to confirm dealer code participation level in D2D Express.
 - Confirm that the selling dealer has that part in their available inventory for that specific dealer code. The part should not be on hold, allocated, invoiced, or otherwise limited.

- Confirm the selling dealer does not have the specific part number identified as *Auto-Decline* in the D2D Express Portal. Express Direct requests will *not* be visible in the D2D Express portal for parts that are identified as “*Auto-Decline*” by the selling dealer.
- **NEW** We have heard of some dealers with issues on their individual computers. It may be helpful to contact your dealership’s Information Technology (IT) team for additional assistance.
- **NEW** Selling dealers should review all the D2D Express console windows that are open as the requests may be visible in another window.

SELLING DEALER KEY INFORMATION

Q: A buying dealer contacted me and said they were sending an Express Direct request from Parts Workbench, but I never received it in my “*Awaiting Commitment*” section in OEC D2D Express.

A: It may take up to 15 minutes for the SPAC Case to arrive in the D2D Express Portal. If this timeframe has elapsed, it could be one of the following:

- a. Check all the D2DExpress console windows that may be open at one time
- b. Check to make sure that you are showing available inventory for that part
- c. Check your *Auto-Decline* list and remove the part from this list if it appears on the list.
 - i. Sometime in the past, the part number in question was added to a selling dealer’s “*Declined List*” and is automatically declined when a SPRINT request is submitted. Selling dealers simply click on the “Declined List” link, located under “*Overview*” at the top left of the D2D Express console and remove the part number from the list.
- d. Selling dealer has multiple dealer codes. Buying dealers must use the dealer code with the inventory visible in D2D Link.
 - i. Selling dealers should contact OEC Help Desk ([888-776-5792](tel:888-776-5792); [Option 2](#)) to review which dealer codes are participating in D2D Express and to review the various levels of participation.
- e. **NEW** We have seen that some dealers may have issues with their individual computers. It may be helpful to contact your dealership’s Information Technology (IT) team for additional assistance.
- f. **NEW** Selling dealers should review all the D2D Express console windows that are open as the requests may be visible in another window.

Q. Why did my Express Direct request create an error?

A. Please see the table below for more information on potential error messages that appear.

| Message | Explanation |
|---|---|
| SPAC CASE SUCCESSFULLY SENT TO EXPRESS DIRECT | This will appear on the Buying Dealer Screen only. All edits passed and the SPAC case was sent to Express Direct. |
| ACCESSORY AND PERFORMANCE PARTS NOT ELIGIBLE FOR EXPRESS DIRECT | Product line is 22 (Accessories) or 32 (Performance Parts) which are not eligible for SPRINT or Express Direct |
| THIS PART IS ON A NATIONAL CONTROL - CANNOT BE SENT TO EXPRESS DIRECT | Parts on National Control 5 are not eligible for SPRINT or Express Direct |
| THIS ORDER ORIGINATED IN RIM AND IS NOT ELIGIBLE FOR EXPRESS DIRECT | The order was originally entered via RIM and is not eligible for Express Direct |

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|---|--|
| PART XXXXXXXX IS NOT ELIGIBLE FOR EXPRESS DIRECT | SPRINT Indicator is "N" (No) or "L" (Local only) designation and not eligible for Express Direct |
| PART XXXXXXXX IS HAZARDOUS AND NOT ELIGIBLE FOR EXPRESS DIRECT | Part is categorized as a Hazardous part and is not eligible for Express Direct. |
| SPAC CASE WILL BE SENT TO EXPRESS DIRECT AT 11:00 AM THE NEXT BUSINESS DAY | For Express Direct requests that are sent outside of the 8 am to 8 pm normal processing times, this error message will be displayed. |
| THIS SPAC CASE IS ALREADY CLOSED | The SPAC case already has a solution code |
| THE SPAC CASE IS BEING ACTIVELY WORKED BY GM - CANNOT BE SENT TO EXPRESS DIRECT | Backorder is on hold |
| THE SELLING CUSTOMER IS NOT FOUND | Applies to the screen only. User mis-typed the selling dealer code |
| THIS PART IS RESTRICTED AND IT NOT ELIGIBLE FOR EXPRESS DIRECT | The part is either not eligible for SPRINT or designated as Local Only. |
| DUE TO HIGH VOLUME THIS PART IS TEMPORARILY NOT ELIGIBLE FOR EXPRESS DIRECT | Parts are restricted by GM |